Differential Response Infrastructure June 2013

DHS Service Business Team

Role:

- Provide Resources
- Ensure Communication on Progress
- Monitor Work Group Activities
- Manage Change

Operations

Marketing & Communications

Contracts & Services

Training

Performance Measures & Satisfaction Surveys

Task:

Make recommendations for new work flow and all supports needed. (systems, forms, practice).

Task:

Identify what information should be shared, when, and how as well as audiences. Task:

Align with DR implementation.

Task:

Develop and implement just-intime training to support roll out of DR. Task:

Identify and prioritize Key Performance Measures which will communicate effectiveness of DR.

Timeline:

February-June 2013 and as needed

Timeline:

March 2013-July 2014

Timeline:

March - June 2013

Timeline:

June- December 2013

Timeline:

April- October 2013